



CCFA BILLING: What happens when my invoice is rejected?

- **When invoices are rejected, CCFA will send an email to the user who submitted the invoice and a notification will be created with the reason for rejection**
- **All months included in the rejected invoice will be listed as Rejected on the Provider + Submit Monthly Billing Page**
 - Attendance is editable for these months
 - Required changes can be made to any of the months included in the invoice
 - You will need to go to the Attendance for every month included in the rejected invoice and select Save and Review before you can Generate Ledgers again
 - The oldest month needs to be fixed first
 - Save & Review
 - Move onto the next month to make corrections
- **Timing of resolutions will affect when the new invoice is processed and where/when you will see the invoice**
 - The attendance and/or placement is fixed prior to the billing deadline I
 - If the CCRR rejects your billing, coordinate with the CCRR for an extended deadline after the 13th.
 - If the FCC System rejects your billing, coordinate with your affiliated FCC System for an extended deadline
 - If EEC rejects the billing prior to the 20th , they will provide guidance if you can resubmit or the invoice will be processed in the following month.

- **Discuss the reason for rejection with the person who rejected your invoice**
- **Discuss what changes need to be made and who can/will make the changes**
 - Depending on the issue, you and/or the Subsidy Administrator may have tasks to perform
- **Complete the required tasks; submit attendance for each month; generate ledgers**
- **Submit Invoice**
 - You may need to wait until the next calendar month to see the invoice created after you generate ledgers
 - If you are a provider and generate ledgers after the 20th of the month the invoice is included in the next month's invoices
 - For example if you submit after February 20th for January services it will be paid with March invoices for February services
 - Please note EEC deadline to submit payment vouchers generated from CCFA is the 20th, therefore billing in CCFA should be completed prior to the 20th.
 - The pending invoice after the 20th of the month will not be visible to the user until the billing cycle

Training Materials and Questions



- Check our website for updates and available recordings
www.mass.gov/eec/ccfa/training
- Please email your questions to
CCFATraining@massmail.state.ma.us